

NATIONAL FOOT CARE PROGRAM MEMBER QUESTIONS AND ANSWERS

Q: I received a letter with a notice of National Foot Care Program's liquidation and proof of claim form. What is this all about?

A: National Foot Care Program was placed into liquidation by Ingham County Circuit Court on December 14, 2007. This was because National Foot Care Program was insolvent meaning National Foot Care did not have enough funds to pay its policyholder claims. Insurance is regulated on a state by state basis and insolvent Michigan insurers proceedings are governed by the Michigan Insurance Code and the Michigan court.

As a result of the liquidation order, all coverage for National Foot Care Program members was terminated on January 14, 2008. However, most of the National Foot Care Program employers terminated their participation in the National Foot Care Program prior to that date.

You are receiving the notice of liquidation pursuant to Section 500.8122 (d) of the Michigan Insurance Code which requires that notice of liquidation be mailed to all persons who may reasonably have claims including all policyholders. National Foot Care Program records indicate you were a policyholder, and this is why you received the notice of liquidation.

You also received the proof of claim form. This is in case you paid a physician or hospital for medical care that National Foot Care Program was legally obligated to pay. If that is the case, you need to follow the enclosed instructions, fill out the proof of claim form, attach the appropriate documentation including proof of payment and mail the documents to the address indicated on the proof of claim instructions. If you did not pay any claims you do not need to file a proof of claim.

Q: A physician or hospital is threatening to send me to collections or has sent me to a collection agency. What should I do?

A: The liquidation order prohibits contracted and non-contracted providers from balance billing or sending members to collections. In addition many contracted provider contracts contained clauses where the contracted provider agreed to look solely to National Foot Care Program for payment. Please fax any collection notices to (248)423-1077 and also call us at 1-800-922-1695 if you have any questions. Please be aware that the prohibition does not extend to services not covered by National Foot Care Program, or the difference between billed charges and National Foot Care Program's reimbursement rate especially for out of network providers.

For more information please go to National Foot Care's information on our website: http://www.michigan.gov/dleg/0,1607,7-154-10555_13251_47642---,00.html